

Lesson 4 — Full Simulation (Round 1)

Session 4 of 8 | Duration: 60 min | Artifact: Full 5-min recording + diagnostic notes

Purpose

First full walkthrough under realistic conditions. Trainer uses the failure-pattern checklist to identify breakdowns for L5.

Phases

Time	Phase	Trainer does
0:00–0:05	Frame the session	State this is the first full run. Realistic conditions. No help.
0:05–0:20	Read the full case	Silent reading of the full case (below). Language bank visible but no teaching.
0:20–0:30	Silent prep	Learners plan their walkthrough. Notes allowed, scripts not.
0:30–0:55	Full walkthroughs	Each learner records 5 min. No interruptions. Others on camera as the client side. Trainer ticks the failure-pattern checklist (below) during each recording.
0:55–1:00	Close	Brief observation on what held together. Save recordings and the marked checklist.

Scripted teacher language

“This is the first full run. Five minutes. No restarts — if something breaks, keep going.”

“Notes yes, scripts no. If you read a script, the client will hear it.”

“I’m not coaching during the walkthrough. If you get stuck on a word, use a simpler one.”

Case — full

Site: Ministry HQ Riyadh — 24,000 sqm administrative building, 1,800 daily occupants, 12 floors plus parking. ESOM IFM contract: hard services (MEP, fabric, BMS) and soft services (cleaning, landscaping, helpdesk).

Last month at a glance: mixed. 17 of 22 SLAs met. Five misses across hard and soft services.

- Helpdesk first-response averaged 18 minutes against a 10-minute target
- Reactive MEP fix-rate within 4 hours was 74% against a 90% target
- Grounds maintenance response after the late-month sandstorm slipped 2 days
- BMS alarm acknowledgement — four late acknowledgements above the 15-minute threshold
- Cleaning audit score for the executive floor was 84% against a 95% target

Two priority-1 incidents:

- Server room cooling alert Sunday evening. Ambient hit 26°C in Server Room A before the standby chiller spun up. No equipment damage, IT was satisfied with response. Root cause: lead

chiller compressor short-cycled after a sensor fault; standby came online within 11 minutes (above the 5-minute SLA).

- Ladies' prayer area water leak Friday morning. Failed flexible hose under a wash basin. Contained within 90 minutes by the on-site plumbing technician, no business impact, no damage beyond the local floor finish (already replaced). All flexible hoses on that floor inspected as a precaution.

Planned for the coming month:

- Annual deep clean of the executive floor — requires evening access for 4 nights, week of the 18th
- Fire pump load test — requires fire system isolation 05:00–07:00 one Friday
- Generator load bank test — third Saturday, no occupant impact
- Quarterly potable water tank cleaning — requires 3-hour water-off window, scheduled overnight

The asks:

- Client approval for the executive floor deep clean window
- Sign-off on the proposed escalation matrix update we sent two weeks ago, still pending
- A decision on whether to extend the helpdesk hours from 07:00–19:00 to 06:00–20:00 (added scope, quoted at SAR 38,000/month)

The walkthrough: present a 5-minute walkthrough to the client side.

Failure-pattern checklist

Tick the dominant patterns observed across the cohort. The top 1–2 ticks become the focus of L5.

- Status buried — month-at-a-glance comes after the analysis, not in the headline
- SLA misses softened or hidden — "we had some response time challenges" instead of "we missed the response time SLA"
- Incidents named without resolution — the event but not how we fixed it
- Incidents named without prevention — fixed but no "to prevent recurrence" pairing for priority-1 events
- Planned work without a date or access need — client can't approve what they can't schedule
- Asks vague — "we'd appreciate a decision on..." instead of "I'm asking the client to approve X by Y"
- Tense slippage — mixing past and present in incident reporting
- Vague verbs — do/have/handle where FM-precise verbs exist (rectify, restore, dispatch, mobilise, escalate, scope, isolate, commission)

Between-session work

No homework. Trainer prepares the L5 repair from the marked checklist.

Artifact

Full 5-min recording per learner + completed failure-pattern checklist (one per cohort, not per learner). Save as ESOM_[Site]_[LearnerID]_ServiceReview_L4_YYYY-MM-DD.